Results from Dubai
Social Study 2013-2014
Introduction

The Community Development Authority (CDA) conducted, in cooperation with Dubai Statistics Center, the Dubai Social Study 2013. This study is the third social study in Dubai, where the field part was conducted in 2013 between October 5th and December 19th.

The study objectives are to:
- Measure the key performance indicators both on CDA and social sector levels.
- Explore some social issues in Dubai.
- Measure awareness level of community members towards certain social issues.
- Measure awareness level of community members towards CDA and its services.
The Dubai Social Study 2013 is a descriptive cross sectional study conducted on a sample covering all Dubai areas and representing the population of Dubai with all its segments. The study covered 1,328 Emirati households, 1,504 non-Emirati households, 464 collective families and 500 individuals from labour camps. The total number of families covered by the study is 3,796, including 15,077 individuals.

**Sampling Technique:**

The families were randomly selected using a multi-phase cluster sample covering urban and rural areas. The person representing the family was randomly selected through “Kish Tables”. The study sample was drawn from the updated population framework by Dubai Statistics Center.

**The study includes:**

- Individuals from Emirati and non-Emirati families and labourers in labour camps for demographic and selected social characteristics. It also includes individuals aged 18 years and above from the same families for personal opinions and values.
- The study does not include domestic helpers and visitors.
Demographic Characteristics

### Families and individuals in the sample by family type*

<table>
<thead>
<tr>
<th>Nationality</th>
<th>Families</th>
<th>Individuals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emirati</td>
<td>1,328</td>
<td>7,960</td>
</tr>
<tr>
<td>Non-Emirati</td>
<td>1,504</td>
<td>4,911</td>
</tr>
<tr>
<td>Collective</td>
<td>464</td>
<td>1,706</td>
</tr>
<tr>
<td>Labourers</td>
<td>500</td>
<td>500</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>3,796</strong></td>
<td><strong>15,077</strong></td>
</tr>
</tbody>
</table>

*Based on the nationality of the family head

### Individuals in the sample by gender

- 56% Male
- 44% Female
Key Findings
Key Findings

- **Life in Dubai**
- Social Cohesion
- Social Needs and Services
- Human Rights
- National Identity
- Opinions and Personal Values
- Social Empowerment and Participation
The average happiness of Dubai residents a year before conducting the study reached 8.08 on a scale (0 - 10), where 0 means “extremely not happy” and 10 means “extremely happy”. The highest average for happiness was among Westerners (8.5), followed by Emiratis (8.4), then Arabs, Asians and Africans with the same average (8.03).
The study shows that around 96% of Dubai residents feel protected and safe. The percentage of Emirati families feeling protected from crime and safe reached 96.5% while that of Non-Emirati families reached 95.9%.
Life in Dubai
Social Study Results Comparison 2011 & 2013

Feeling protected and safe

- Emiratis: 96.5% (2011), 95.80% (2013)
- Total: 96% (2011), 92.80% (2013)

Feeling happy

- Total: 8.08 (2013), 7.9 (2011)
In comparison with selected OECD member countries from the World’s Happiness Report, the percentage of Emiratis feeling happy is found among the highest percentages, taking into consideration the difference in the way the question was asked between the two sources. The World’s Happiness report asked about feeling happy yesterday, whereas the Dubai Social Study asked about feeling happy one year prior to the study.
Life in Dubai
Benchmark Comparison with OECD Member Countries

In comparison with selected OECD member countries, the percentage of feeling protected and safe in Dubai is found to be higher than the selected OCED member countries from the Gallup World Poll, taking into consideration the difference in the way the question was asked between the two sources. The Dubai Social Study asked about feeling safe and protected from crime in Dubai in general, whereas the Gallup Poll asked about feeling of safety walking alone at night.

Source: Gallup World Poll (2012)  *Represents the average of OECD member countries
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The study shows that the highest percentage for satisfaction with family life is among Westerners (99.7%), followed by Arabs (99%), then Emiratis (97.3%), and finally Asians and Africans (97%).
The study shows that the highest percentage of agreement with cultural diversity in Dubai is among Arabs (95.2%), followed by individuals from Western countries (92.5%), then Emiratis (91.6%), and finally individuals from Asian and African countries (87.2%).

<table>
<thead>
<tr>
<th></th>
<th>Percentage</th>
</tr>
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<tbody>
<tr>
<td>Emiratis</td>
<td>91.6%</td>
</tr>
<tr>
<td>Arabs</td>
<td>95.2%</td>
</tr>
<tr>
<td>Asians &amp; Africans</td>
<td>87.2%</td>
</tr>
<tr>
<td>Western Europeans, North Americans, Japanese, Australians, New Zealanders</td>
<td>92.5%</td>
</tr>
<tr>
<td>Total</td>
<td>88.6%</td>
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</tbody>
</table>
Social Cohesion
Social Study Results Comparison 2011 & 2013

Those who are with cultural diversity in Dubai

- Total: 88.6% (2013), 77% (2011)
- Emiratis: 91.6% (2013), 65.9% (2011)

Those satisfied with their family life

- Total: 97.4% (2013), 96.60% (2011)
- Emiratis: 97.3% (2013), 93.60% (2011)
The study findings show that the highest percentage of trust in the community was towards Emiratis (87.8%) while trusting non Emiratis was less (66.4%), comprising 68.8% in total.
In comparison with the OECD member countries, the percentage of trusting others in Dubai is found to be the highest.
Key Findings

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Out of those who have used some of the social sector services in Dubai, provided by all entities whether federal, local, private or not-for-profit; 94.9% are satisfied with health services, 94.5% are satisfied with educational services, 92.7% are satisfied with services for seniors and their families, 91% are satisfied with services for people with disabilities and their families, 86.9% are satisfied with services for women, 81.5% are satisfied with counseling services, 77.1% are satisfied with financial benefits and 67.2% are satisfied with human rights services.
The study shows that home care provided by a specialised entity is the most preferred service for seniors by Emirati families (26.3%), while permanent stay in seniors homes is the least preferred (1.7%). Providing social, entertaining and cultural activities by social clubs came as the second preference (13.1%), followed by daycare (2.6%).
94% of Emiratis agree that they spend wisely while only 1% agree they don’t. As for all the population, 77% agree they spend wisely while 5% agree they don’t. 5% of Emiratis couldn’t decide whether they agree or not on spending wisely (neutral) as opposed to 18% from the entire population.
The study shows that the highest percentage of borrowers is 35.2% among Emiratis above 18 years old, 20.9% of which had bad loan(s) a year before conducting the study. Asians and Africans came last in taking loans (8.3%), preceded by Arabs (18.3%), then individuals from Western families (19.4%). Arabs also came second in loans insolvency (16.7%), followed by Asians and Africans (6%), whereas Westerners were the least insolvents (4.5%).
Social Needs and Services
Social Study Results Comparison 2011 and 2013

### Insolvents (Loans)
- **Total**: 2011: 10.8%, 2013: 4.40%
- **Emiratis**: 2011: 20.9%, 2013: 14.70%

### Borrowers
- **Total**: 2011: 11.7%, 2013: 35.2%
- **Emiratis**: 2011: 36.80%
The study shows that car loans is the most common type taken by Emiratis, where 65.3% of Emirati borrowers have a car loan, followed by loan for building a house (56.7%), then loan to pay credit card debt (16.3%), then loan to pay marriage expenses (15.4%), then loan to help in living expenses (11.1%), then loan to buy furniture or home appliances (6.1%), then loan for other reasons (1.8%) and finally loan to travel (0.1%).
The prevalence rate of disabilities among Emiratis of all age groups reached 2.3%. The study shows that the highest rate was 13.8% among the age group 60 years old and above while the lowest was 1.3% among the age group 0 to 6 years old. The prevalence rate of disabilities for the age groups 7 to 17 and 18 to 59 is 1.8% and 1.5% respectively.
The study shows that motor disabilities, chronic diseases, mental retardation and speech difficulties constitute 67% of total disabilities among Emiratis (28% motor, 16% chronic diseases, 14% mental retardation, 9% speech). Visual disability (8%), hearing (6%), psychological or mental illness (4%), hand using (2%) and other disabilities (7%). The study also shows that 37% of Emiratis with disabilities do not need help and are totally independent, while 35% of them need some help and 28% are totally dependent.
Key Findings

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88% of the study population feel that they are able to secure enough financial resources to meet their needs from both food and clothing, and 74% for housing.
Around 94.9% of non-Emiratis agree that they practice their religion freely in Dubai, also 92.5% of them agree that human rights are preserved. Around 92.3% of non-Emiratis agree that everyone is treated equally by policemen, around 89.5% in judicial entities, 88.5% in health facilities, and around 87.3% in government entities in general. 81.7% of non-Emiratis agree that low-skilled workers are treated well in Dubai, and 75% of them agree that there is no discrimination based on gender, and 72.2% of them agree that there is no discrimination against people with disabilities in Dubai.
67% of the study population working in Dubai feel that they are safe from stringent work practices; with the highest percentage among Emiratis (83.1%), followed by non-Emiratis (75.5%), then collective families (71.4%) and finally labour camps (56.9%).
77.5% of the total studied population feel able to obtain their rights through legal channels; the highest was among Emirati families (94%), followed by non-Emirati families (84.4%), then collective families (78.2%) and finally labour camps (66.4%).
Key Findings

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National Identity
Awareness of UAE Culture, Traditions and History

According to the study findings, knowing the culture of the United Arab Emirates reached an average of 5.3 for all the study population on scale of 0 to 10, where the least average is among Asians and Africans (4.6), preceded by Westerners (6.1), then Arabs (7.7), with the highest being Emiratis (9.4).
Around 96.5% from population studied expressed their pride in living in Dubai, 80.1% think that the Emirati values and culture are preserved in Dubai. Also, 78.1% agree that the Emirati culture is very vivid in Dubai and 74% feel pride towards the Emirati values and culture. 62.3% agree that the Arabic language is preserved in Dubai and 60.1% feel proud of it.
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On a scale of 0 to 10, the extent of Emiratis agreement with the importance of religious commitment reached 9.85, followed by 9.79 for maintaining family ties, then 9.67 for respecting norms and traditions, then 9.6 for learning, then 9.55 for obeying rules and regulations, then 9.49 for respecting time, then 9.47 for work, then 9.44 for helping others, then 9.34 for appreciating friendship, then 9.22 for being knowledgeable and finally the least average of 8.7 for leisure time.
The study shows that the financial return, benefiting the society and personal achievement are the most important characteristics of a suitable job from an Emirati point of view; with averages 9.5, 9.2 and 9.1 respectively on a scale of 0 to 10. On the other hand, suitable work environment, type of sector and society’s perception about the job came last on the list of characteristics with averages of 8.9, 8.3 and 8.5 respectively.
The findings of the study show that the majority of individuals from Emirati families agree that it is important to perform work to benefit the local community with 92%, followed by Arabs with 88.4%, then Asians, Africans and Westerners with around 85%.
Key Findings

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The study findings show that participation among all the population aged 18 years old and above, a year before conducting the study, is 2.9%. The highest participation is among Emiratis with 7.6%, followed by Westerners with 6.7%, then Arabs with 5%, and finally Asians and Africans with 2%. 

<table>
<thead>
<tr>
<th>Nationality Group</th>
<th>Percentage of Individuals (18 years and above) who volunteered in Dubai a year before conducting the study</th>
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<tr>
<td>Emiratis</td>
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<td>Arabs</td>
<td>5%</td>
</tr>
<tr>
<td>Asians &amp; Africans</td>
<td>2%</td>
</tr>
<tr>
<td>Total</td>
<td>2.9%</td>
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</tbody>
</table>
Social Empowerment and Participation
Benchmark Comparison with OECD Member Countries

It is noted that the percentage of volunteering in Dubai in comparison with volunteering in the selected OECD member countries is found to be low, making up 2.9% in total.

85% of Emiratis agree that they can access trusted information on laws, local regulations and decisions influencing their communities, and 63% from all nationalities agree with the same. On the other hand, 5% of Emiratis and 10% from all nationalities disagree with that. 10% of Emiratis and 27% from all nationalities couldn’t decide with their agreement with the same.
73% of Emiratis agree that they have knowledge about IT and communications and 50% from all nationalities agree with the same, while 14% of Emiratis and 29% from all nationalities disagree with the same. 13% of Emiratis and 21% from all nationalities could not decide on their agreement with the same.
95% of Emiratis agree that they are able to take important decisions in their lives and 87% from all nationalities agree to the same, while 1% of Emiratis and 3% from all nationalities disagree with that. Yet 4% of Emiratis and 10% from all nationalities could not decide on it.
The study shows that 88.7% of Emiratis agree that the Majalis are an effective channel for interaction in their local community.
Social Empowerment and Engagement
Preferred Communication Means to Get Information about Social Issues and Programmes

Television is the most preferred means for Emiratis in getting information about social issues and programmes with 90%, followed by the Internet with 75%, then telephones with 73%, then the radio with 71%, then newspapers with 69%, then smart phone applications with 59%, then text messages with 58.5%, then social networks with 56%, then email with 52%, then post mail with 22%.